HPH Portal Guide

This guide will cover accessing the HPH Portal. **Click on the icons** in the flowchart below to be redirected to that section for further details.
**1: Two-Factor Authentication**

This section will cover registering your personal device for two-factor authentication. There are two security programs, one for HPH employees (Microsoft Authenticator) and one for non-employees (VIP Access).

**1.1: Microsoft Authenticator Registration**

This security program is primarily used by HPH employees. A separate desktop computer is required for registering your mobile device.

1. On your phone, open the App Store/Play Store to search for “Microsoft Authenticator” and install the program.

2. Open the application and select I Agree on the Microsoft privacy page.
3. Select **Skip** on the first-time setup page. The main page will then load

![Skip button](image)

**Peace of mind for your digital life**

Secure your accounts with multi-factor authentication.

4. From your **desktop**, open a web browser (e.g. Chrome, Edge, etc.) and access https://aka.ms/mfasetup

5. Enter your HPH account name (**network ID@hawaiipacifichealth.org**) and select **Next**

![Microsoft Sign in screen](image)

**Sign in**

jd987@hawaiipacifichealth.org

Can't access your account?

Sign in from another device

[Back] [Next]
6. Enter the password for your HPH network ID and select **Sign In**

6. Enter the password for your HPH network ID and select **Sign In**

7. Select **Yes** on the next page

8. Select **Next** on the more information required page
9. The Keep Your Account Secure page will open, select **Next**

10. Select **Next** again

11. The page will update with a QR code. **Leave this window open** on your desktop
12. Switch to your **phone**, open the Microsoft Authenticator app and select **Add Account**

13. Select **Work Or School Account** from the list

14. Select **Scan a QR code** from the popup

15. **Allow** access to your phone’s camera if a popup appears for camera permissions
16. Use your phone’s camera to scan the QR code on your desktop monitor

![QR code scan](image)

17. Return to your phone and select OK on the app lock enabled popup

![App Lock enabled](image)

18. If the registration was successful, your phone will now display your HPH account under the main menu

![Authenticator](image)
19. Return to your **desktop** and select **Next**

![Microsoft Authenticator QR code](image)

20. The next page will send you a Microsoft Authenticator notification for approval

![Microsoft Authenticator approval](image)

21. Return to your **phone** and select **Approve** on the Microsoft Authenticator message

![Microsoft Authenticator approval message](image)
22. Authenticate with your phone’s **personal** password/code/biometric on the confirm sign in screen

23. Return to your **desktop** and select **Next**

24. Select **Done** on the success page
25. The **Security Info** page will now load, click **Add Sign-In Method**

![Security Info](image1)

26. A popup will appear. Click on the dropdown, select **Phone**, then click **Add**

![Add a method](image2)

27. Enter your 10-digit mobile phone number, select **Text Me a Code**, then click **Next**

![Phone](image3)
28. The system will now text you a code. Check your **phone** for a 6-digit code, enter it, and select **Next**

![Phone code example](image)

29. Select **Done** on the next popup

![Popup confirmation](image)

30. The Security Info page will open again, your mobile app and phone number are both registered. The setup is **finished** and you can close the page on your desktop

![Security info page](image)
1.2: VIP Access Registration

This security program is primarily used by non-employee individuals (e.g., contractors, credentialed physicians, etc.).

1. On your phone, open the App Store/Play Store to search for “vip access” and install the program

2. Open the VIP Access app on your phone and find your Credential ID number

3. Email your Credential ID number (e.g., SYMC12345678) and Windows username to HPH2FARregistrations@hawaiipacifichealth.org. Your account will be activated in about a week
2: Citrix Workspace Installation

This section will cover downloading Citrix Workspace to access the HPH Portal apps. Check the Citrix website periodically for new software releases. Please navigate to the appropriate section if you have a Windows or Mac device.

2.1: Citrix Installation On Windows

Ensure you have permissions to install programs on your device.


2. Expand the section for Windows, expand the section for Workspace app for Windows Long Term Service Release, and click on the blue link.

3. Wait for the page to load and click on the blue Download button.

4. Check your Downloads folder and open CitrixWorkspaceApp.exe.
5. Select **Start** on the welcome page

![Welcome to Citrix Workspace]

6. **Check** the license agreement box and select **Next**

![License Agreement]
7. Click **Install** and **DO NOT** check the enable single sign-on box

![Enable Single Sign-on](image)

8. Wait for the installation to finish

![Installing Citrix Workspace app...](image)

9. Select **Finish** to end the installation. **DO NOT** add an account

![Installation successful](image)
2.2: Citrix Installation On Mac

Ensure you have permissions to install programs on your device.


2. Expand the section for Mac, expand the section for Workspace app for Mac, and click on the blue link

3. Wait for the page to load and click on the blue Download button

4. Check your Downloads folder and open CitrixWorkspaceApp.dmg
5. Select **Install Citrix Workspace** to begin the installation

6. Select **Allow** on the package installation popup

7. Select **Continue** on the welcome page
8. Select **Continue** on the software license agreement page

9. Select **Agree** on the software license agreement page

10. Select **Install** on the standard install page and wait for the installation to finish
11. Select **Continue** on the add account page. **DO NOT** add an account

12. Select **Close** to finish the installation

13. Select **Move to Trash** to remove the installer from your computer
3: HPH Portal Access

This section will cover accessing the HPH portal website. Please navigate to the appropriate section if you have Microsoft Authenticator or VIP Access.

3.1: HPH Portal With Microsoft Authenticator

1. Navigate to [https://portal.hawaiipacifichealth.org](https://portal.hawaiipacifichealth.org). Enter your Windows username and select Log On

2. Enter your password into the second box and select Submit

3. The page will begin loading, awaiting your two-factor approval
4. Switch to your phone and **Approve** the sign-in request

![Approve sign-in?](image)

5. You will be redirected to the HPH Store page. Click on the **Apps** tab at the top

![Apps tab](image)

6. Find the application you want to open and click **once** on the app icon; this will download a file to your device

![Apps page](image)
7. Check your Downloads and open the .ica file

8. Wait for the application to open through Citrix in a new window
3.2: HPH Portal With VIP Access

1. Open the **VIP Access** application on your mobile device

![VIP Access](image1)

2. Navigate to [https://portal.hawaiipacifichealth.org](https://portal.hawaiipacifichealth.org). Enter your **Windows** username and select **Log On**

![Log On](image2)

3. With the **VIP Access** app open, enter your **password** into the second box and select **Submit**

![Submit](image3)

4. The page will begin loading, awaiting your two-factor approval
5. A blue notification screen will open on VIP Access, awaiting your approval. Approve the sign in request by tapping the Checkmark icon.

6. You will be redirected to the HPH Store page. Click on the Apps tab at the top.

7. Find the application you want to open and click once on the app icon; this will download a file to your device.
8. Check your **Downloads** and open the **.ica file**

![Image of the .ica file]

9. Wait for the application to open through Citrix in a new window

![Image of the application starting process]
4: Common Issues & Troubleshooting

This section will cover common issues and the troubleshooting you can take to resolve them.

4.1: Login Error Messages

Listed below are some common errors you may encounter when accessing the HPH Portal.

1. Ensure you have successfully registered a two-factor authentication device

2. Refresh the HPH Portal website and log in again

3. Clear your web browser (e.g. Chrome, Edge, etc.) cache and close all your open windows. Open a new window, go to the HPH Portal website, and log in again

4. For VIP Access users, follow Section 4.2 if your phone is not receiving the security notifications

5. If you replaced your phone, ensure you re-enroll your new device with two-factor authentication: [HPH Employees] Microsoft Authenticator; [Non-Employees] VIP Access

6. If you still have issues, please contact the IT Service Desk (808-535-7010 op 1) for further assistance
4.2: Manual VIP Security Code

For VIP access users, there may be times when the push notification doesn’t appear or an error occurs. In these scenarios, you can manually enter the code to access the HPH Portal.

1. Navigate to https://portal.hawaiipacifichealth.org. Enter your Windows username and select Log On

2. Enter your password in the second box, but delete the “push” text in the third box
3. Open the VIP Access app on your registered device. Enter the **six-digit** security code on your device into the box and select **Submit**
4.3: Replaced Phone – Authenticator

As an HPH employee, follow these steps to register your new phone for Microsoft Authenticator.

1. From your desktop, open a web browser (e.g. Chrome Edge, etc.) and access https://aka.ms/mfasetup

2. Sign in with your HPH account name (network ID@hawaiipacifichealth.org) and password, if prompted

3. Select I can’t use my Microsoft Authenticator app right now on the approve sign in request page
4. Select **Text** or **Call** on the verify your identity page

5. Retrieve the security code from your personal phone through text or call, input it on the Enter Code page, and select **Verify**
6. On the **Security Info** page, find the device you want to remove and select **Delete**

   ![Security Info page](image1)

7. Select **Ok** on the popup and wait for your device to disappear

   ![Delete authenticator app](image2)

8. Go back to the Security Info page and click **Add Sign-In Method**

   ![Security info page](image3)

9. A popup will appear. Click on the dropdown, select **Authenticator App**, then click **Add**

   ![Add a method](image4)
10. Another popup will appear, select **Next**

11. Select **Next** again

12. The page will update with a QR code. **Leave this window open** on your desktop
13. Switch to your **phone**, open the Microsoft Authenticator app and select **Add Account**

![Add account](image)

Already have a backup? Sign in to your recovery account.

14. Select **Work Or School Account** from the list

![Work or school account](image)

15. Select **Scan a QR code** from the popup

![Add work or school account](image)

Scan a QR code

Sign in

16. **Allow** access to your phone’s camera if a popup appears for camera permissions

![Allow Authenticator to take pictures and record video?](image)

DENY  ALLOW
17. Use your phone’s camera to scan the QR code on your desktop monitor

18. Return to your phone and select OK on the app lock enabled popup

19. If the registration was successful, your phone will now display your HPH account under the main menu
20. Return to your **desktop** and select **Next**

21. The next page will send you a Microsoft Authenticator notification for approval

22. Return to your **phone** and select **Approve** on the Microsoft Authenticator message
23. Authenticate with your phone’s **personal** password/code/biometric on the confirm sign in screen

![You need to confirm your sign in with biometrics or passcode.](image)

24. Return to your **desktop** and select **Next**

![Keep your account secure](image)

25. The Security Info page will open again and list your new phone

![Security info](image)
26. Click on **Change** next to default sign-in method

![Security info](image1)

27. A popup will appear. Click on the dropdown, select **App Based Authentication – Notification**, then click **Confirm**

![Change default method](image2)

28. The Security Info page will open again. The new phone setup is **finished** and you can close the page on your desktop

![Security info](image3)
4.4: Replaced Phone – VIP

As a non-employee, follow these steps to register your new phone for VIP Access.

1. On your phone, open the App Store/Play Store to search for “vip access” and install the program

2. Open the VIP Access app on your phone and find your Credential ID number

3. Contact the IT Service Desk (808-535-7010 op 1) to receive assistance registering your new phone. Be prepared to verify your identity before changes are made to your account